Implementation of various reforms under Ease of Doing Business – Business Reforms Action Plan 2024

Government of Maharashtra
Urban Development Department,
Government Resolution No. EoDB-0724/C.R.93/UD-32
Mantralaya, Mumbai – 400 032
Date : 09th OCTOBER, 2024

Reference:- **Directorate of Municipal Administration, Mumbai, Letter No. NPPRSAN /KA-08/DUTD/ EoDB / 2024/4079,Dated 11.07.2024.**

Preface:

1. Urban Development Department has been an active participant in the Ease of Doing Business (EoDB) exercise. As part of EoDB, Urban Development Department has introduced landmark reforms in the State and have completely transitioned to online mode of service delivery for various services provided by Urban Development Department.
2. Under the EoDB exercise, Urban Development Department has conceptualized and implemented an online platform for service delivery, which is now integrated with the State Single Window System, namely, Maharashtra Industry, Trade, and Investment Facilitation (MAITRI) Cell.
3. As transparency, ease of access, user-friendliness, interoperability and accountability form the core principles of Government to Citizen (G2C) as well as Government to Business (G2B) service delivery framework, Urban Development Department needs to mandate certain reforms for urban local bodies in the state of Maharashtra for effective implementation of Business Reforms Action Plan – 2024.

Resolution:

Urban Development Department hereby is mandating implementation of following reformative measures for all Municipal Corporations, Municipal Councils and Nagar Panchayats In the state of Maharashtra.

A. All applications pertaining to ***"Water Connection, Trade License, Fire NOC, Mutation / name change in property records and water bill records, Certificate of non-availability of Water"*** services submitted through the State Single Window System, shall mandatorily account for, in the dashboard-based representation of the State Single Window, with certain clear specifications, such as,

‘Notified time limit’, ‘Applications received’, ‘Applications approved’, ‘Maximum days taken’, ‘Minimum days taken’, ‘Average time for disposal’, ‘Median time for disposal’, ‘Mode time for disposal’, ‘Average fee’ taken by the Department for completion of entire process of obtaining approval/ certificate and ‘Compliance Percentage’, along with the capability to display application-wise details, such as, ‘Application No.’, ‘Application Date’, ‘Approval Date’, ‘Fee Details’ and ‘Total Fee Charged’.

B. **Mandate to Publish an Online Dashboard for Water Quality Information:** To ensure the public is well-informed about the quality of water being supplied, the Urban Development Department, Government of Maharashtra, hereby mandates the establishment of an online dashboard for water quality providing information on Water Pressure, and Water Quality – TDS (Total Dissolve Solids) and PPM.

C. **Mandate to Notify Customers of Planned Water Outages:** To ensure transparency and proper communication regarding water supply, the Urban Development Department, Government of Maharashtra, mandates the water supply authority to notify customers of planned outages at least one month in advance. The information shall be displayed through an online portal and should carry data on past water outages as well.

D. **Mandate for Licensed Professionals to Carry Out Internal and External Water Installation Works:** To ensure safety and quality of internal and external water installations, the Urban Development Department, Government of Maharashtra, mandates the following:

   i. Internal and External water installation works are allowed to be carried out by a licensed professional/ company.

   ii. The frequency of the following is being mandated:

      1. Inspection by the contractor/ company that performed internal and external installations once in a year.

      2. Issuance of a certificate of compliance by the contractor/ company: as per the inspection frequency defined above

      3. Quality checks of internal and external installation works by the contractor/ company: as per the inspection frequency defined above

   iii. A final inspection and quality check will be conducted by a third party to ensure the quality and safety of internal and external water installations.

(These mandates shall be applicable only for water installation works in case of business/commercial establishments only)

E. **Mandate for Qualification of Third Party for Water Installation Works:** To ensure that water installation works are performed by qualified personnel, the Urban Development Department, Government of Maharashtra, mandates the following qualifications for third parties to carry out water installation works:

Qualifications for Third Party:

   i. Minimum number of years of experience: one year

   ii. Educational qualification: Fitter/plumber certificate from a Government /Government recognized ITI

   iii. Passing a qualification examination: A qualification examination as desired and conducted by concerned urban local body from time to time. The syllabus, pattern and qualification nature of the examination shall be decided by the concerned urban local body.

(These are minimum required qualifications and urban local bodies shall have rights to seek higher qualification criteria as per local requirements and / or category of the urban local body)

2. Mandates/ Instructions issued under this notification shall come into effect from date of publication of this notification.
3. All Municipal Corporations, Municipal Councils and Nagar Panchayats are instructed to adhere to the mandates issued in this notification with immediate effect.

This Government Resolution is available on the of Maharashtra Government website www.maharashtra.gov.in Computer reference No. for the same is 202410091523219525 This Government Resolution is issued using digital signature.

By order and in the name of the Hon. Governor of Maharashtra.

SHRIKANT
CHANDRAKANT ANDGE

Digitally signed by SHRIKANT CHANDRAKANT ANDGE
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Date: 2024.10.09 15:10:17 +05'30'

(SHRIKANT ANDGE)
Deputy Secretary to Government of Maharashtra

To,

1. Principal Secretary to Hon’ble Chief Minister,Mantralaya, Mumbai.
2. Principal Secretary to Hon’ble Deputy Chief Minister,Mantralaya, Mumbai.
3. Hon’ble Chief Secretary, Mantralaya, Mumbai.
4. Principal Secretary (UD-1), Mantralaya, Mumbai.
5. Principal Secretary (UD-2), Mantralaya, Mumbai.
6. Principal Secretary (Industries), Mantralaya, Mumbai.
7. Development Commissioner (Industries), Mantralaya, Mumbai.
8. Commissioner and Director, Directorate of Municipal Administration, Mumbai.
9. Divisinal Commissioner, (All)
10. Distict Collector, (All).
11. Municipal Commissioner, Municipal Corporations, (All).
12. Chief Officer, Municipal Councils and Nagar Panchayats, (All).
13. Select File (UD-32).